



In Safe Hands
Experts in Training

In Safe Hands Health & Safety Training and Consultancy Ltd
Unit 13, Indian Queens Trading Estate, Warren Road
Indian Queens, St Columb, Cornwall TR9 6TL
Tel: 08448009902

Web: insafehandstraining.com
Email: info@insafehandstraining.com

Dear Valued Customer,

As part of our commitment to providing the best services and training, we have collated all our company information and status into a **'Due Diligence'** pack.

This document contains:

1. Our health and safety policy statement
2. Our approvals for training and services
3. Our insurance information
4. Our quality statements

Why is it important to my Company...?

As a company you're responsible for ensuring that your suppliers are competent for roles you pay them for. This is vital particularly in the areas of health and safety where injuries or incidents could occur. This document will give you the confidence in our commitment to your legal responsibility and the quality of the services we provide.

What should I do with it...?

Keep this information in a safe place, this could be requested by an Environmental Health Officer or the Health and Safety Executive. To ensure you have carried out your **'due diligence'** on us!

May I take this opportunity to thank you for your on-going support and custom and we very much look forward to working with you in the future.

Yours sincerely,

Tim Puffer

Managing Director

tim@insafehandstraining.com





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1. Health and Safety Statement

Health and Safety at Work Act 1974

This is the Health and Safety Policy Statement of:

In Safe Hands Health & Safety Training and Consultancy Ltd

Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities
- to consult with our employees and sub-contractors on matters affecting their health and safety
- to provide and maintain a safe working environment and equipment
- to ensure safe handling and the use of substances
- to provide information, instruction and supervision for employees and sub-contractors
- to ensure all employees are competent to do their tasks and ensure they are adequately trained
- to prevent accidents and cases of work-related ill health
- to maintain safe and healthy working conditions
- to review and revise this policy regularly



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2.Approvals relating to services

Qualsafe Awards

Qualsafe Awards (QA) is one of the largest Ofqual recognised Awarding Organisations in the UK. QA is an Ofqual approved Awarding Organisation and, as such, is regulated in line with Section 134 of the Apprenticeships, Skills, Children and Learning Act 2009. This means that Qualsafe Awards have a legal obligation to comply with the General Conditions of Recognition issued by Ofqual which includes the requirement to abide by all applicable Data Protection Laws. As a regulated Awarding Organisation, Qualsafe Awards is approved by Government to carry out all functions associated with designing, developing, delivering, awarding and certificating regulated qualifications.

Highfield Awarding Body for Compliance (HABC)

HABC is a global leader in compliance and work-based learning and apprenticeship qualifications, regulated by Ofqual, Qualifications Wales, SQA Accreditation, the Council for the Curriculum, Examinations and Assessment (CCEA), and the Security Industry Authority (SIA).

HABC are also one of the UK's 5 largest awarding organisations and the leading awarding organisation for compliance qualifications covering subjects such as Food Safety, Health and Safety and Security.

3.Insurance Status

- Employers Liability: £10,000,000
- Public Liability: £5,000,000
- Medical Malpractice: £2,000,000
- Professional Indemnity: £5,000,000

Certificates available upon Request.



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4. Quality Management

In Safe Hands, as an organisation, is quality driven and only carries out work and bids for services that we can deliver to industry leading standards. To assist in demonstrating this to the purchaser the following sub headings have been provided:

As a Company

In Safe Hands is approved to provide accredited qualifications that are managed to the highest levels of service and quality. Failure to do this would see our awarding bodies remove their approvals with us. This would then have a damaging effect and therefore the Directorship have set about strategies to ensure only the highest standards are adhered to.

Awarding Bodies

To be approved, In Safe Hands Training has to demonstrate the following:

- The quality of the training centre e.g. seating, lighting, heating suitable for the time of year, a room at least 4 Metres x 4 Metres and toileting facilities
- The quality of resources provided e.g. manuals and the maintenance of equipment like resuscitation dolls are carried out and reviewed regularly
- The training team's observations are carried out annually
- The certificates awarded to successful students meets the criteria, i.e. student's name, dates of issue, 3 year validity, reference to First Aid Regulations, the centre number and signed by an authorised person (the person in charge of quality)
- Session plans are to date and have the correct content for the subject
- A valid timetable for each course event that is approved by the HSE OFQUAL Awarding Body
- Copies of all course paperwork including course joining information, registers, examination papers, assessment criteria's, course evaluation forms and course enrolment aids
- The company's ability to monitor all trainers that operate under the centre's approval
- All courses contain the required subject matter **AS THE MINIMUM!**
- Comply with the wishes of the HSE OFQUAL approved awarding body with regards to monitoring visits, and make arrangements for all information to be on hand for the Monitoring Officer*



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Students and Clients

In Safe Hands provides information and training in line with the needs of the student and law/best practice.

Our trainers are provided with ongoing training to ensure our clients receive the most relevant course content.

In Safe Hands has an open and transparent set of terms and conditions which can be viewed [here](#)

We ensure a seamless booking procedure both online, over the phone and are available via social media for any out of office enquiries.

Students have the opportunity to provide feedback verbally during training as required, through written feedback at the end of the course or via email.

Our awarding body information for complaints will be provided as required – this is in line with our suggestions and complaints policy.

Trainers

Only industry professionals are recruited to provide support and training with In Safe Hands. Our awarding bodies have minimum requirements for subject matter knowledge and minimum requirements for a teaching qualification, which are treated as our MINIMUM STANDARDS.

Upon recruitment, qualifications are verified and are held with the awarding body. In Safe Hands Training will keep copies of all qualifications. Each trainer under the awarding bodies instruction must complete an annual portfolio of all courses delivered.

All trainers must have a Disclosure and Barring Service (DBS) check prior to interacting with children and vulnerable people.

All trainers undergo delivery training to standardise protocol approaches for cohesive and consistent training and assessment. Part of our induction process is course delivery, assessment models and resources such as presentations. New trainers will observe a course



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being delivered by an experienced In Safe Hands trainer (this is regardless of their experience), they will then be observed delivering a course prior to working independently.

This format of induction supports our business continuity plan for staff sickness and other occasions when trainers cannot proceed with the duration of the course.

All staff are monitored and observed annually and for every subject they teach. The feedback from these sessions will be discussed at their annual appraisal or sooner if required.

In Safe Hands provides Continued Professional Development (CPD) events for staff to be updated on latest information around emergency care, new clients, contracts, administration systems and feedback from training events. Staff also undergo annual testing on their own basic first aid skills to ensure competency.

All training, observations, appraisals, and development plans are documented and are held securely.

Ongoing training

In Safe Hands provides ongoing Continued Professional Development Events and Courses for its training team. Our continued approach to maintaining and raising standards consists of the above quality cycle, with our awarding bodies, our clients and with our staff. This is reviewed regularly.